

**Q: How does NationsBenefits® work with my health plan?**

A: **Simpra Advantage** has partnered with NationsBenefits® to administer your Over-the-Counter (OTC) benefit. Beginning January 1st, you will have a benefit spending account with NationsBenefits®. You can login to **Simpra.NationsBenefits.com** to see your account, place orders for eligible items, and track your shipments. You can also use the Benefits Pro® App or call NationsBenefits® at **844-617-3350 (TTY: 711)** to place orders. No prepaid NationsBenefits® account card is required.

**Q: How do I know if I am eligible for this benefit?**

A: You are eligible for the Over-the-Counter (OTC) benefit if you are a member of the Simpra Advantage Nursing Home Plan (PPO I-SNP). If you have any questions, please call **844-617-3350 (TTY: 711)**.

**Q: How do I place an order?**

A: There are several convenient ways you can place an order:

- Visit **Simpra.NationsBenefits.com** and log in
- Download the **Benefits Pro® App**
- View or download a catalog at **Simpra.com/for-members/plan-documents/view the member documents for your Plan**
- You may also call **844-617-3350 (TTY:711)** to speak with a NationsBenefits® Member Experience Advisor for assistance placing an order or to order a catalog be mailed to you.

**Important:** Due to the added processing time to receive your request by mail, we encourage you to allow extra time when placing your order. If your mail order is not received by the 20th of the month, it may be processed for the following benefit period. If you want your order applied to the current benefit period, we recommend placing your order online or by phone.

**Q: How do I download the Benefits Pro® App?**

A: Scan this QR code to download the Benefits Pro® App to your mobile device from the App Store® or Google Play®.



**Q: Where can I see what's eligible for purchase?**

A: You can see what's eligible for purchase by viewing or downloading your catalog at **Simpra.com/for-members/plan-documents/** (view the member documents for your Plan). You can also visit **Simpra.NationsBenefits.com**, or use the **Benefits Pro® App**.

**Q: When will my order be delivered?**

A: We ship orders in two business days from the date your order is received and processed. Delivery time depends on where you live.

# OTC Benefit Frequently Asked Questions

**Q: Can I cancel my order?**

A: Yes, you can cancel your order any time prior to shipping by calling NationsBenefits® at **844-617-3350 (TTY: 711)**. You can also cancel your order in your on **Simpra.NationsBenefits.com** or **Benefits Pro® App** within one hour after your order is placed.

**Q: How do I track my order?**

A: You can track your order by logging into **Simpra.NationsBenefits.com** or the **Benefits Pro® App**. Go to Account > Order History > Order Details to access your tracking ID and get real-time updates. You can also call **844-617-3350 (TTY:711)** for assistance.

**Q: What is the return or exchange policy?**

A: Items maybe refunded. Due to the personal nature of these products, we do not require products to be returned or exchanged.

**Q: Where does NationsBenefits® ship?**

A: Orders can be shipped anywhere in the U.S., including Hawaii, and Puerto Rico.

**Q: Is there a cost for shipping?**

A: No, your order will be shipped at no additional cost.

**Q: What if there is not enough money in my account to cover the entire purchase?**

A: If the purchase amount is more than the available funds in your account, a partial amount will be deducted from your account. You will need to pay the balance with another form of payment.

**Q: Who do I contact with questions?**

A: If you have questions about your order, please call NationsBenefits® at **844-617-3350 (TTY: 711)**. Member Experience Advisors are available 8 a.m. - 8 p.m. local time. Language support services are available free of charge.